

FREQUENTLY ASKED QUESTIONS - CREDENTIALS

QUESTION: What is the policy regarding "pseudo" social security numbers (SSNs) for foreign national hires? How do we come up with an SSN when the provider does not have an SSN?

ANSWER: For conversion, foreign local providers were given a SSN that began with FFF followed by a sequential number. These SSNs are computer generated. Providers who have been added to CCQAS after conversion are generated an SSN that begins with "F" followed by the 2 digit country code, followed by a sequential number. For example, a provider whose country of origin is Angola is computer generated an SSN as follows: FAO-00-0001. The next provider whose country of origin is Angola would be generated an SSN number of FAO-00-002.

QUESTION: On the education tab, foreign trained, how do you record the foreign national hires that do not have ECFMG but are practicing under a foreign license? They have no U.S. license.

ANSWER: This issue was addressed some time ago approximately in the late 1980s. At that time, 21 providers were identified who had foreign licenses and no ECFMG. 7th MEDCOM offered classes for these providers and a waiver was granted. All others must have ECFMG. There is no place to record foreign national hires with out ECFMG because all are required to have ECFMG.

QUESTION: On the licensure tab, providers may have a foreign-national license that has no expiration date. This license is granted indefinitely. If you mark a license as active, you are required to put in an expiration date. You have to either put it as inactive (which would be untrue) or you must make up an expiration date (which is misleading). How do you handle this?

ANSWER: Use the date that privileges expire. Same applies for ECFMGs and board certifications for physicians who were board certified during a time when no expiration dates were given.

QUESTION: How far in advance do you get the warning that your password is about to expire?

ANSWER: 14 days.

QUESTION: On the education tab, under "other education", the 2-year residency that some dentists complete is being called a number of things, i.e. comprehensive dentistry, 2-yr PGE. What description should everyone be using?

ANSWER: For standardization purposes:

TYPE:	FIELD OF STUDY:
PGY-1	General Dentistry
PGY-2	Comprehensive Dentistry, Endodontics, Oral Pathology, Orthodontics, Pediatric Dentistry, Public Health Dentistry
PGY-3	Periodontics, Prosthodontics
PGY-4	OMFS
PGY-5	
PGY-6	OMFS/MD
Fellowship	Dental Materials
Fellowship	Maxillofacial Prosthetics
Fellowship	Orofacial Pain

To enter into CCQAS 2.6, go to "Professional Education"; go to "Add Other Education"; go to "Type" and enter PGY-2; go to "Field of Study" and type "Comprehensive Dentistry" or what ever is applicable to type. An SCR has been generated to add PGY-6.

QUESTION: Regarding licenses that are from states that have waivers, the drop down menu says "Yes/No/Acknowledgement Signed". This is asking 2 different questions. Does the provider have a waiver and has the provider signed the acknowledgement. There should be two fields asking the different questions.

ANSWER: A System Change Request (SCR) has been generated to delete "Acknowledgement Signed" from "Renewal Fee Paid" and leave "Yes" or "No" as responses. "Acknowledgment Signed" will have a separate field with a response of "Yes" or "No". c

QUESTION: Is it acceptable by Army policy to include the photo in CCQAS?

ANSWER: This is optional. It is not mandated by regulation.

QUESTION: There should be a field for "Initial Privileges Granted" on the MTF Assignment Screen. The date may be very different than the report date if the provider reported in and then, went off to school or took an extensive leave or other reasons. It can, also, be an important historical date, especially when responding to requests from other agencies for verification of employment/privileging. When

a provider has been at the facility for more than 2 years, there's no standardized way to tell when he/she was first granted privileges. Can this be added?

ANSWER: A System Change Request has been generated to add "Privileges Start Date".

QUESTION: I received a request to ICTB a contract provider in CCQAS. When I went to make the transfer, I saw no provision for contract, only Active Duty and Reserve/NG. I presume this is for tracking purposes and that you are not interested in tracking contractors, but what should I put them under to ICTB them?

ANSWER: Select Active Duty; turn the ICTB into a Word Document and edit accordingly.

QUESTION: How do you enter 91Ws? What professional degree should be entered for professional degree for 91W and for AN officers who have ADN for professional degree?

ANSWER: To enter 91W, go to Demographics, go to Corp and put in ENL. Go to AOC and enter 91W. Go to ASI and enter M6 Practical Nurse. For professional education, enter Diploma. M6 is the ASI that requires licensure, so be sure to enter on the licensure screen. Enter the other ASIs under Additional Training. Go to Course and enter MIL ED; go to Sponsor and enter AMEDD C&S (for example, AMEDD C&S); go the Training Description and enter the appropriate ASI-M3, N9 P1, etc. Those not having M6 ASI, receive certificates. This is Army training, therefore, not a national certification or registration. Additional Training is the most logical place to capture the other ASIs that are not M6. For AN officers with ADN, go to add Primary Degree; then go to Qualifying degree and select either AD or ASN.

QUESTION: When I go to the Web site "this page cannot be displayed" appears.

ANSWER: Ensure you have the "s" in **https://ccqas.mont.disa.mil**

QUESTION: I can see a provider record in CCQAS when I look for them individually. When I run an adhoc report, the provider does not come out on the report? Why?

ANSWER: In the adhoc you asked to see what was in the Assigned UIC rather than who was in the Privileged UIC.

QUESTION: I am unable to change the Privileged status in the MTF assignment tab.

ANSWER: The MTF Assignment Tab pulls some of the information from the Specialty tab. Make the change in the Specialty Tab and it will change in the MTF Assignment Tab. This also applies to other areas where you are unable to change information. Readiness Screen. Peacetime AOC is pulled from the Demographics screen. It is critical that all the information is entered into CCQAS 2.6 correctly. If you start from the first screen and complete it prior to going on to the next screen you will have a database that works for you.

QUESTION: I get a message that an action has taken place within my data base. What do I do?

ANSWER: Go to the Credentialing Tab, Transaction Table and "Acknowledge" the transaction. This will make the message go away until another Transaction has been made.

QUESTION: When I run an Adhoc report for a license in an Active status, I still see some licenses with an expired expiration date and the status is Active.

ANSWER: For now, you need to manually change the Status of a license. The developer and the Services are working on having the change made that the status will change automatically when the license expires. Please be patient.

QUESTION: How do you save an adhoc report?

ANSWER:

1. Open the CCQAS 2.6 application
2. Go to the Reports tab
3. Select Ad-Hoc Report
4. Select Credentialing

This will bring you to the screen where you can select the detail you would like to view for each provider. As you select the items click on next to proceed to the next screen. Continue to select the items until you have completed the Criteria for the providers you would like to display. Select the Finish button. The report will appear as you have requested.

If this is not how you want the report to look:

Select the Edit columns and this will bring you back to the beginning of the Query selection Screen. Add or take away any of the items, proceed through tabs and run Query again.

If this is still not the way you want the report to look:

Select the SAVE or DELETE button. A box will appear with two options: Save Query as New or Delete an Existing Query.

Save Query is set as the default. Type in the Query Name and Query Description. *Note:* These are two mandatory fields that must be filled in prior to saving. Click "Save Query". A message comes up to let you know that the Query has been saved and can be Recalled from the Ad-Hoc Report Wizard Screen.

QUESTION: How do you recall a Saved Ad-hoc?

ANSWER:

1. Open CCQAS 2.6 application
2. Go to the Reports Tab
3. Select Ad-Hoc Report
4. Select Credentialing
5. Select Recall Saved Query button

The Query Name has a drop down button, use this to display saved Ad-Hoc Queries. Select the report to run and submit. The program will show you the items that were saved for this Ad-Hoc report. Click "Next" through all the tabs. When you reach the Readiness tab, select next and the report will run and will display when finished.

QUESTION: How do you delete old queries?

ANSWER:

1. Open CCQAS 2.6 application.
2. Start at Reports
3. Select Ad-Hoc
4. Select Credentialing
5. Select Recall Saved As-Hoc
6. Click on the drop down menu at the Query Name
7. Select the Query to be deleted
8. Select the Delete button.

A message will appear, " Are you sure you want to delete this query?" Answer "OK" to delete file.

FREQUENTLY ASKED QUESTIONS - RISK MANAGEMENT

QUESTION: What is the adjudication number?

ANSWER: The adjudication number is assigned by the court. It can be found within the legal document.

QUESTION: Is the CCRB tied to the Provider's Claim or the overall claims assessment?

ANSWER: It is tied to both. Once the claim is filed with the local JAG, a copy is forwarded to the MTF to get the DD Form 2526 started.

QUESTION: To forward a claim to OTSG, there are 3 choices: medical legal, MTF/MTF Committee and Other. Is the medical legal the CCRB?

ANSWER: Yes.